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Memorandum

DATE: March, 2013
TO: Spectrum Customers and Distributors
FROM: Tricia Justice, Product Manager
SUBJECT: End of Sale, End of Life, and End of Service notification for
select Omneon Spectrum MediaDirector and MediaStore products and Spare Parts

From an industry perspective, Fibre Channel is at end-of-life as a disk drive interface, and drive manufacturers have moved to 6 Gb/s SAS drives as the interface of choice. As a result of this technology shift, suppliers to Harmonic have presented us with a notice of the end of product availability for the Fibre Channel disk drives used in our Spectrum MediaDirector and MediaStore products. While Harmonic will maintain inventories of Fibre Channel-based MediaDirector and MediaStore systems—and their replacement disk drives—to honor support contracts of the installed base, we will be unable to guarantee inventories of Fibre Channel components after the End of Sale outlined below.

Some MediaStore and MediaDirector inventory will be maintained to support expansions of existing systems that occurs after the stated final sale date, but this will be offered on a first-come first-served basis. In addition, Harmonic will support the sale of MediaDirector upgrade packages to help defray the costs associated with migrating to SAS-based MediaStore storage products. Contact your Harmonic sales representative to enquire about these options.

End of Sale and End of Life Announcement

This notice is to inform you the following products will no longer be available for sale from Harmonic after September 30, 2013:

- MCP-2201 MediaDirector
- MCP-2201-2XC MediaDirector
- MCP-2201-2XO MediaDirector
- MCP-2201-41C MediaDirector
- MCP-2202 MediaDirector
- MCP-2202-2XC MediaDirector
- MCP-2202-2XO MediaDirector
- MCP-2202-41C MediaDirector
- MSS-4171C MediaStore
- MSS-4171D MediaStore
- MSS-4171E MediaStore
- MSS-4272C MediaStore
- MSS-4272D MediaStore
- MSS-4272E MediaStore

In addition, the following spare parts for these products will no longer be available for sale from Harmonic after September 30, 2013:

- 4-Gbps fiber optic SFP
- FC-AL controller for MSS MediaStore
- MSS MediaStore chassis without disk drives
- MS, MSC, MSS MediaStore power supply
- MSS MediaStore 300-GB disk drive
- MSS MediaStore 450-GB disk drive
- MSS MediaStore 600-GB disk drive
- MS, MSC MediaStore 300-GB disk drives
- Fibre Channel cable kit, 1 meter
- Fibre channel cable kit, 3 meter

End of Service Notifications

Software End of Service Notification





This is to advise you that as of December 31, 2018, (the End-of-Service "EOS" date) Harmonic will no longer offer software maintenance releases or bug fixes for the products listed above. After this date, Harmonic will no longer develop, repair, maintain, or test the product software. Until then, Harmonic will continue to support these products pursuant to their standard warranty, or under the terms of the applicable support agreement, as appropriate.

Following the EOS date, no Field Service and no Customer Support will be available. Users continuing to operate equipment and these products do so at their own risk.

Hardware End of Service Notification

This is to advise you that as of December 31, 2018, (the End-of-Service "EOS" date), Harmonic will no longer provide hardware support for the products listed above. Until then, Harmonic will continue to support these products pursuant to their standard warranty, or under the terms of the applicable support agreement, as appropriate.

Support and Repair

Harmonic will continue to support these products pursuant to its standard warranty, and customers with active service contracts will continue to receive support under the terms of the applicable agreement. Service contract renewals will be available until one year prior to the EOS date shown above. Support under service contract will not be available after the EOS date.

Alternative Solutions

SAS-based MediaDirector and MediaStore systems are now available, and attractive trade-in programs are offered to facilitate upgrades to these latest Harmonic products. For more information or to obtain a quotation for an alternative product, please contact your Harmonic sales representative, or call Harmonic at +1-408-542-2500 for further assistance.

